

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Regional Park Supervisor

Class Code: 90524

A. Purpose:

Implements the philosophies and mission of the Division of Parks and Recreation within a geographical region that includes diverse parks, trails, recreation areas, and historical sites by evaluating and prioritizing park development, maximizing economic opportunity, building community partnerships, setting standards for customer service, and preserving natural and historical resources to ensure that customers have safe recreational opportunities through efficient, responsive, and environmentally sensitive management.

B. Distinguishing Feature:

Regional Park Supervisors manage a designated geographical region made up of multiple and diverse park districts, individual parks, trails, recreation areas, and historical sites.

District Park Supervisors manage the operations of an assigned park district within a park region.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Envisions project development for a park region; and develops, evaluates, and prioritizes project ideas to fulfill that vision.
 - a. Provides guidance to region staff in determining benefits and priorities of potential projects.
 - b. Works with other stakeholders such as local governments, federal agencies, and landowners to ensure that proposed development conforms to their philosophies and missions.
 - c. Forms partnerships with stakeholders to facilitate project development, share resources, and maximize promotional efforts for mutual benefit.
 - d. Secures funding for park development and future maintenance by meeting with and petitioning support from special interest groups, community groups, other agencies, and individuals.
 - e. Ensures region projects are esthetically acceptable; that archaeological and environmental reviews have been completed; that safe, maximum recreational value has been achieved; and that the natural and historical elements of the region have been preserved.
2. Identifies and capitalizes on potential avenues of economic opportunity to provide a continuing resource for the region and for the recreating public.
 - a. Advocates the use of region resources for special events and coordinates with stakeholders to share expenses, promotional efforts, and benefits.
 - b. Monitors new trends in recreation and sports and proposes and develops initiatives that are recreationally appealing and advantageous to the region.
 - c. Develops and maintains a mutually respectful and beneficial working relationship with federal agencies that allows the region to use resources under federal control to expand the boundaries of state-managed recreational areas.
 - d. Works cooperatively with special interest groups to develop mutually acceptable recreational capabilities and specific guidelines about the use of funding.

- e. Negotiates leases with concessionaires who operate private businesses on state-managed lands, and ensures their compliance with region performance standards while assisting them as much as possible to be successful and profitable.
 - f. Recognizes and encourages potential concession opportunities within the region and provides guidance and information to assist with development.
3. Instigates and oversees establishment and enhancement of community relationships within the region to set an amicable tone for public relations.
- a. Shares knowledge and expertise with local government entities involved in recreational development.
 - b. Organizes, prepares for, and moderates meetings among department managers and local government representatives when decisions on community/state proposals are required that must be made at division or department levels.
 - c. Advocates the exchange of labor and resources with parks and communities within the region.
 - d. Meets and exchanges information with local and state political leaders.
 - e. Organizes and moderates meetings with tribal officials to generate discussions regarding current and proposed regional activities that involve tribal lands or philosophies.
 - f. Attends informal community meetings with organizations such as chambers of commerce, parks and recreation committees, visitor services industries, etc., to stay aware of communities' activities and to provide proactive support from the department.
4. Establishes the standards for customer service within the region to ensure they are in line with the mission of the division.
- a. Builds the expertise of park supervisors and managers, developing their abilities and strengths, guiding them in resolution of problems, encouraging their independence but keeping them focused, and providing them with continuing support.
 - b. Sets the tone for and oversees the region law enforcement program, selects park rangers who are customer-service oriented, coordinates with permanent rangers to develop law enforcement course work and seasonal ranger training, and coordinates with region staff to develop ranger schedules in their park areas.
 - c. Deals personally with complaints and staff and customer conflicts, and counsels park supervisors and managers to do the same.
 - d. Resolves customer complaints against concessionaires.
 - e. Approves and ensures implementation of customer service training for the region's seasonal and volunteer employees.
 - f. Authorizes region-wide educational and programming activities that adhere to and convey the goals and objectives of the department.
5. Performs administrative functions to ensure compliance with department guidelines, sufficient resources to fund region activities, adequate staffing to accomplish region work, and uninterrupted operation of region facilities.
- a. Works with park staff to set goals for the region and keep the direction in line with the philosophies and mission of the division.
 - b. Conducts regional meetings to discuss personnel issues, project development, preventive maintenance projects, capital assets, risk management, and other region issues.
 - c. Participates as a member of the division operations team to develop division direction and policy, review and recommend budgets, recommend changes in regulations, and discuss other factors that affect the operation of state parks.
 - d. Develops region project and budget requests by evaluating and prioritizing recommendations from region staff and those that are self-generated.

- e. Directs personnel management and development and ensures compliance with current human resources guidelines.
- f. Supervises region staff by interviewing and hiring, providing training, providing work direction, disciplining and writing work improvement plans, and conducting performance appraisals.
- g. Analyzes region statistics to determine trends, revenue to expenditures ratios, etc.; and recommends changes.

6. Performs other work as assigned.

D. Reporting Relationships:

Reports to the Assistant Director of Parks and Recreation. Supervises District Park Supervisors, Park Managers, Park Rangers, Naturalists, Conservation Foremen, Conservation Technicians, and Secretaries.

E. Challenges and Problems:

Challenged to manage region development and recreational activities within specific timeframes when it is necessary to coordinate the processes through federal agencies, local governments, private landowners, businesses, and others who may be affected by the region's actions. This is difficult because it requires the Regional Park Supervisor to plan two or three years in advance of a proposed project to make sure everyone involved has been informed and their issues resolved. Further challenged to know the region well enough to project future use, expectations, and issues so that good decisions can be made from solid information. This is difficult because the regions are large, the populations are diverse, and each region has its own unique pressures.

Problems include meeting project deadlines with limited money and labor and unreliable weather; managing time; managing people, programs, and facilities over long distances; dealing with a variety of region visitors with an equal variety of expectations; finding positive resolutions to visitor complaints; resolving personnel problems; motivating seasonal employees to provide high quality customer service; keeping the law enforcement program oriented toward customer service; and meeting the needs of visitors while protecting natural and historical resources.

F. Decision-making Authority:

Decisions include the priorities and allocation of the region operations and maintenance budget; the priority of region capital development, water-based development, and deferred maintenance; the priority and allocation of funds for region capital assets; the priority and direction of region programs; project work schedules and deadlines; disciplinary actions for employees; recommendations for solutions to negative trends; recommendations on selection of permanent employees; recommendations for overtime; and recommendations for policies, procedures, and regulation changes.

Decisions referred include final disposition of disciplinary issues; and final approval of budgets, project development requests, and non-routine expenditures.

G. Contact with Others:

Daily contact with park visitors to provide customer service and generate positive public relations; weekly contact with contractors regarding development projects; with managers, planning staff, and other affected divisions, agencies, business owners, and individuals regarding project development and facility maintenance; with community groups and visitor

services groups to coordinate special events, tours, and promotions; with the news media and service clubs to share information about park programs and special events; with special interest groups regarding special requests or donations; with other state and federal agencies regarding park promotions, and land leases and uses; and with vendors and resort companies regarding park service to their businesses, interpretation of park policies and procedures, and resolution of problems; and monthly contact with management staff regarding policy and regulation changes and development.

H. Working Conditions:

Typical office environment.

I. Knowledge, Skills, and Abilities:

Knowledge of:

- the principles and practices of park, recreation resource, and natural resource management; and cultural and historical preservation;
- public administration as it relates to park planning, demography, and personnel and fiscal management;
- the principles and practices of economic development and best management practices;
- federal and state laws and regulations as they apply to the operation and maintenance of state parks, water access, and boating safety;
- federal and state statutes regarding criminal and conservation law enforcement and boating safety laws;
- the state's natural, historical, and recreational resources;
- procedures and safety practices pertaining to construction and maintenance of park facilities and properties;
- legislative processes and requirements;
- principles of effective human relations and dealing with the public.

Ability to:

- evaluate and prioritize a broad array of requests for funding and development and equitably distribute available resources;
- make appropriate decisions by applying standards and available information to specific situations;
- conceptualize needed change and initiate appropriate actions to move from concepts to implementation;
- communicate information clearly and concisely and develop ideas in a logical sequence;
- budget monetary, material, and equipment resources;
- monitor and evaluate effectiveness of programs.